



Rock Pool Training Practice Manager

Salary Banding: £36,000 – £40,000 pa DOE

Benefits: 33 days holiday per annum Inc. Bank Holidays, Bonus Scheme, Pension and Private Medical Cover

Contract type and hours: Permanent – 37.5 hours per week

Location: Work from Home

Reports to: Chief Creative Officer

Job Description

Overall Purpose of the Role:

You will be responsible for ensuring the quality and practice of Rock Pool's training offer. This will include managing the development and implementation of all training materials, including quality assurance. You will be responsible for ensuring any emerging practice and other updates as directed by the Chief Creative Officer are reflected across our training. You will also be responsible for overseeing the recruitment and training development of the Rock Pool Associate Training Team.

Key Accountabilities and Responsibilities:

Work with the Chief Officers to:

- Collaborate in the development of the short and long term strategic business planning across the Training and Production function
- Have accountability to the Chief Officers for overall performance of the Training and Practice function, including the recruitment, performance management, training and development needs for all Training Associates
- Identify and address problems and opportunities for the business

To be responsible for:

- Demonstrate exceptional leadership qualities in order to achieve the departmental and individual goals and deadlines



- Implementation and manage the delivery of the training delivery plan including reporting performance, risks and mitigation to Chief Officers
- Identify improvement areas and plans and implements systems to boost company effectiveness
- To influence and challenge established thinking across the business and with stakeholders to deliver the business strategy and business plan
- Review critical information such as developing and emerging practice, innovations, with regards to practice and product development and present findings to Chief Officers
- Identify and manage recruitment, performance management, training and development needs for all Training Associates
- Manage the Rock Pool training quality assurance programme and report back to Chief Creative Officer
- Ensure all appropriate Rock Pool training courses are CPD accredited, and this is maintained
- Review all training evaluations from a practice and content perspective and report performance, issues and risks to Chief Officers
- Work with the Strategic Growth Manager to brief internal members of the team on all Rock Pool's training products
- The content and version control of the training boxes (Box lists) and copy write
- Managing any outsourced proof reading processes and quality of all training materials
- New and amendments of any training materials, scripts, presentations including content for the Delegate Zone.
- To lead on the project management and implementation of contracts and bespoke training packages building successful relationships with commissioners and other key stakeholders
- Ensure Rock Pool meets all safeguarding policies and procedures, and all relevant policies are updated in line with government guidance and best practice
- Support and contribute to the production of tenders and business proposals
- Attend relevant events to network with prospective customers and to champion the company brand and products
- Liaise with Marketing regarding website and social media content related to training
- Work with the Delivery and Operations Manager to undertake agreed/routine quality control spot checks on a cross section of course training boxes prior to shipping. Address issues identified within a timely manner so to ensure content is correct against agreed current box list
- Autonomously work on smaller scale projects throughout the year from creation to completion
- Work in a manner that upholds Rock Pool's core values and ethos



Person Specification

Experience

Essential:

- Have proven track record in frontline health and social care practice
- Proved track record of developing strong relationships with people that have lived experience, commissioners / managers and frontline practitioners
- Proven track record of ensuring quality in practice
- Experience of supporting the development and implementation of new policies and practice
- Experience of providing advice / briefings to senior public/voluntary sector officials
- Experience of managing and analysing information both qualitative and quantitative
- Success in delivering and managing projects
- Understanding and experience of working in the public/voluntary sector at a senior management level

Desirable

- Understanding of local government, police and public health agencies, how they work and influences

Qualifications / Professional Training

Essential

- Degree in Social Work (CQSW/DipSW) or related health and social care equivalent, or significant professional experience
- Evidence of continuous professional development and a willingness to undertake further training

Skills / Knowledge

Essential

- Thorough knowledge of safeguarding children and adults legislation, policy and practice
- Strong negotiating and influencing skills
- Ability to recognise and react to emerging policies and practice in health and social care
- Ability to conduct research and interpret useful information into useable formats



- Be able to work well under pressure and be able to manage several projects at the same time
- Knowledge of issues facing people that have experienced trauma and or domestic abuse / sexual violence including legislation

Personal Qualities

Essential

- Highly self motivated with a strong desire to achieve
- Highly organised and efficient
- Results orientated and self-motivated approach with a flexible attitude
- Be able to work effectively with a wide range of people from across the organisation
- Communicate in an appropriate and inclusive way

Thinking Style

- Able to engage in and actively seek out new information
- Be passionate about their role
- A positive and proactive approach to work
- To act as an ambassador for the business

Circumstances

Essential

- Able to attend team meetings and work from the Brixham office as and when required
- Ability to attend internal meetings across the UK when required
- Ability to work additional hours when needed and required